

B1  
housing having a removable service computer for receiving data indicative of the customer concern includes a recessed area for a removable digital camera with an attached scanner. The removable digital camera may be used to capture at least one image of a subject matter of the customer concern and automatically transfer the at least one image to the service computer when installed in the housing. The attached scanner may be used to acquire identifying indicia, such as a vehicle identification number, and automatically associate the identifying indicia with the at least one image. A remotely positioned reviewer computer receives the at least one image and associated identifying indicia from the service computer via a communication network to determine how to correct the customer concern.

The present invention offers many advantages and benefits over the prior art. For example, the present invention reduces the time and cost of resolving a customer concern. Moreover, the present invention increases customer satisfaction by resolving customer concerns in near real time."

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**Please replace the paragraph beginning on page 10, at line 13 and extending through page 11, line 3 with the paragraphs shown below:**

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B2  
Figure 2b is a block diagram illustrating a scanner and a digital camera interface, in accordance with the present invention;

Figure 3 is a front view of a container having a lid and a base, in accordance with the present invention;

Figure 4 is a rear view of a container, in accordance with the present invention;

Figure 5 is a side view of a container, in accordance with the present invention;

Figure 6 is a perspective view of the interior surfaces of a container, in accordance with the present invention;

Figure 7 is a top view of a container with the lid in the open position, and further illustrating the service computer positioned within the computer recess portion, in accordance with the present invention;

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**Please replace the paragraph beginning on page 25, at line 16 with the paragraph shown below:**

B3  
After the service writer has captured the digital images set forth above the service writer generates a claim approval request form. A detailed description of the claim approval request form will be described in the following text and shown in subsequent figures. Once the claim approval request form has been generated, as represented by block 410 the digital images and the request form are transmitted to a remote claim reviewer, as represented by block 412. At block 414, the remote claim reviewer is alerted as to whether the request is a currently open request or a new request. Remote claim reviewer accesses the claim approval request by viewing a claim reviewer screen, as represented by block 416.

**Please replace the paragraph beginning on page 27, at line 6 with the paragraph shown below:**

B4  
In a preferred embodiment of the present invention, system 100 is accessible by an automotive engineering community responsible for designing the company's products. System 100, for example, is connected to a data warehouse 600 (shown in Figure 1). Data warehouse 600 is accessed by the automotive engineering community to determine whether a corrective action such as a product redesign is needed. The engineering community views the digital images attached to the claim approval request files and is able to quickly determine what the problem is and generate a fix. The present invention contemplates that other company divisions can be immediately notified of a defect in the product and a corrective action can be initiated. For example, the company's product factories 800 (see Figure 1) can be notified and take suitable action to correct the product defect. The present invention significantly reduces the amount of time to obtain product defect feedback and thus allows corrective actions to take place much sooner which ultimately reduces warranty costs and increases customer satisfaction.